

# **Laboratory Security and Emergency Response Guidance for Working with Select Agents and Toxins at the State Laboratory Institute**

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## **1. PURPOSE AND OBJECTIVES:**

### **PURPOSE:**

The Massachusetts Department of Public Health, State Laboratory Institute (SLI) provides comprehensive public health laboratory testing services for the identification of agents of bioterrorism. The SLI serves as an early warning surveillance center for bioterrorism and is an essential tool in providing early identification of agents and accurate reporting to local, regional and national agencies during public health emergencies and bioterrorist events. Because of heightened concerns and issues surrounding the use of biological, chemical, and radioactive materials for terrorism and/or criminal activity, laboratory security and safety at the Massachusetts Department of Public Health, State Laboratory Institute, Tower Building must continue to be strengthened. This includes the security of employees, biohazardous materials including select agents, restricted laboratory areas, including registered laboratories where select agents are used or stored, and confidential or sensitive data held in laboratory information systems (LIS) that might be a target for theft or disruption. Documentation and implementation of procedures and safe work practices is necessary to ensure that the safety and security of all employees and biohazardous materials at the SLI are maintained during a natural or man-made emergency.

## OBJECTIVES:

To document procedures for secure work practices and emergency situations as they relate to select agents and toxins to ensure

- the security of the MDPH, William A. Hinton State Laboratory Institute (SLI) Tower Building,
- the security and safety of all employees working at the SLI, and
- the security and safety of the public who have limited egress to the building.

## 2. SCOPE:

To document guidelines for ensuring the accountability, access and security of all select agents and toxins used, stored, possessed or transferred at the State Laboratory Institute. This SOP documents policies and procedures to prevent a) the removal of pathogens or toxins from the laboratory, b) unauthorized entry or intrusion into any laboratory that could endanger employees or the facility, and c) unauthorized access to information systems. In addition, this SOP along with the Emergency Response and Contingency Plan include practical response procedures for other emergency situations as they relate to select agents. The documents will serve as a source of information to assist employees and supervisors in carrying out their responsibility in ensuring a secure and safe environment at the SLI for visitors, contractors, and employees.

## DEVELOPMENT, MAINTENANCE, AND REVISION PROCESS

This document was developed for the SLI Select Agent Program and is maintained under the supervision of the SLI Select Agent Responsible Official (RO). Additional material for inclusion in the document should be submitted to the RO. As new health and safety regulations are promulgated by the Center for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the National Institute of Occupational Safety and Health (NIOSH), the Environmental Protection Agency (EPA), and the National Fire Protection Association (NFPA), this document will be updated.

This document will be available electronically and be made available for viewing by employees.

All employees will sign a statement stating they have been provided with a copy of this policy, that they have read the policy, and that they have been given an opportunity to ask any questions about the policy.

## 3. RESPONSIBILITY:

It is the responsibility of facility administrators, administrative staff, senior management, principal investigators, all supervisory staff, all laboratory workers including biological and scientific staff, human resource officials, information technology (IT) staff, engineering and engineering support staff, maintenance staff, facility security officials, facility safety officers both MDPH/SLI and UMMS to implement this SOP for enhanced security regarding select agents. A coordinated collaborative approach by both entities is critical and essential to ensuring that these security recommendations provide a reasonable and adequate assurance of laboratory security without unduly impacting the scientific work performed by employees.

**The Director of the SLI:** is responsible for assuring that a system exists which reduces risks and assures the physical security of the laboratory facility, employees, information systems, and select agents and toxins by:

- Adopting, supporting and implementing laboratory-wide policies consistent with all relevant state and federal laws, regulations, and guidelines
- Reviewing, updating and approving policies and procedures after any incident or change in regulations, or at least annually
- Working with law enforcement and emergency response organizations to assure adequate preservation and protection of samples and information to meet legal and professional standards
- Assuring that a laboratory event reporting system exists for incidents, errors, and breaches that occur
- Appointing and supporting a Responsible Official to assure compliance with Title 42, CFR, Part 73

**Responsible Official (RO):**

- Responsible for ensuring that the requirements of 42 CFR 73 are met on behalf of the SLI, the registered facility and for ensuring compliance of the following activities including, developing and implementing safety, security and emergency response plans in accordance with 73.10 through 73.12;
- Allows only approved individuals to have access to select agents and toxins in accordance with 73.8 and 73.11;
- Provides appropriate training for safety, security and emergency response in accordance with 73.14;
- Provides timely notice of any theft, loss, or release of a select agent or toxin in accordance with 73.13;
- Maintains detailed records of information necessary to give a complete accounting of all activities related to select agents or toxins in accordance with 73.15
- Reports the identification of a select agent or toxin resulting from diagnosis, verification or proficiency testing in accordance with 73.6.
- The Alternate Responsible Official (ARO) acting on behalf of the RO when the regular RO is unavailable fulfills the duties of the RO as necessary.
- Responsible for providing training to all staff in this procedure.
- Responsible for maintaining and controlling this document.

**Alternate Responsible Officials (ARO):**

- Acts only on behalf of the Responsible Official when the RO is absent. Informs and updates the RO of any activities when the RO returns.

**Division Directors and Laboratory Supervisors:** are responsible for assuring a work environment that protects the security of employees, select agents and toxins, and information by:

- Implementing SLI security policies and practices in daily laboratory operations
- Incorporating security practices in Standard Operating Procedures, where relevant
- Assuring that employees receive adequate training in all policies, procedures, and regulations relating to laboratory security
- Assuring that an event report is filed for review following any security-related incident or problem

**Security Personnel:**

- Maintains photo ID/pass card system for employee facility access control.
- Maintains security of and controls access to the overall facility, including the main entrance and reception area at the front of the building and the entrance to and from the loading dock area.
- Enforces security policies.
- Report any breaches in security to Security Supervisor or designee for further instruction.

**Laboratory Security System Managers:**

- Maintain photo ID/pass card system and fingerprint system for laboratory access control.
- Print out reports and inform the RO of violations to the select agent laboratories.
- Immediately report any breaches to security and the facility RO.

**Principle Investigator (PI), and/or Select Agent Laboratory Supervisor (SALS):** are responsible for select agent accountability, receiving, and transfer and must:

- Ensure that all employees are trained, sign off on, and follow all SOPs developed for working with select agents and toxins including their use, safety, storage, transfer, reporting of theft, loss or release, destruction, packaging and shipping and inventory control management.
- Oversee the accounting system for select agents to ensure adequate control and up-to-date inventory of stock cultures, toxins, and agents in long-term storage;
- Maintain data regarding the agent's location, use, storage method, inventory, external transfers, further distribution, and destruction;

- Adopt procedures that maintain accurate and up-to-date records of authorization for entry into limited access areas where select agents are held;
- Follow protocols for intrafacility transfer of select agents (within SLI)
- Follow procedures for transferring select agents, or specimens which may contain select agents to and from the SLI;
- Follow established protocols in compliance with federal and international regulations for packaging, labeling and transporting select agents and toxins;
- Ensure that required permits [e.g., USPHS, USDA, USDOT, US Dept of Commerce or International Air Transport Association (IATA)] are obtained before transporting select agents;
- Ensure materials are decontaminated before they leave the laboratory area;
- Ensure laboratory security is not compromised;
- Report any suspicious activity to the Director of the SLI and the RO.

**All SLI Employees are responsible for:**

- Following and all security and safety procedures adopted by the facility including facility access, laboratory access and laboratory safety.
- Following laboratory protocols, policies, and procedures related to working with select agents and other pathogens and toxins, and confidentiality and security of laboratory information systems.
- Prompt reporting to the appropriate Section Manager, or the Laboratory Director, Director of the SLI and RO of any significant safety or security incident or problems, events, theft, loss or release of any select agent or toxin, any suspicious activity or breach of security; and
- Maintaining confidentiality both inside and outside the workplace regarding protected or sensitive information involving patients, events, security procedures or laboratory operations.

**The MDPH Office of Information Technology (IT) Services:** is responsible for:

- Adopting and implementing policies and procedures which assure the security of SLI Bioterrorism Information System, Select Agent Inventory, Security Access, RO Databases and other laboratory information stored, transferred, or accessed electronically;
- Maintaining the physical integrity and security of servers, workstations and other IS devices.

**The UMMS Office of Health and Safety:**

- Responsible for training of all UMMS and DPH employees in the overall facility Emergency Response and the Contingency Plan and the Spill Prevention and Countermeasure Plan.
- Provides technical expertise in developing appropriate health and safety related procedures and participates in drills to exercise plan.

**The UMMS Maintenance Manager:**

- Responsible for overseeing security measures and providing emergency response training to UMMS Security Personnel.
- Ensure that UMMS Security Personnel participate in emergency response and incident reporting drills.

**The Quality Assurance Staff:**

- Responsible for reviewing records associated with this procedure (if applicable) and ensuring this document is revised as necessary.

#### 4. RELATED DOCUMENTS:

- 01OH004 Exposure Control Plan And Universal Precautions: Blood Borne Pathogens And BL2 Agents
- 10FC002 Biohazardous Waste Disposal
- 01OH002 Biohazard Disinfection
- 10OH001 Biological Hazard Post Exposure Plan
- 10OH003 Biocontainment Operations Manual: BL3 Agents
- SA.001 Security Control System for Laboratories Containing Select Agents
- SA.002 Select Agent Inventory Management
- SA.003 Procedure for the Registration, Amendment to Registration, Transfer, Theft, Loss, Release and Destruction of Select Agents and Toxins
- SA.004 Health and Safety Surveillance Guidelines for Select Agents
- MDPH/SLI Training Manual Agents of Bioterrorism
- NLTN/Training Manual Packaging and Shipping Specimens, Spring 2008
- UMMS Emergency Response and Contingency Plan
- UMMS Spill Prevention Control and Countermeasure Plan

#### 5. REFERENCES:

- Public Health Security and Bioterrorism Preparedness and Response Act of 2002, Public Law 107-188.
- Department of Health and Human Services, (CDC), 42 Part 73, Possession, Use, and Transfer of Select Agents and Toxins; Interim Final Rule 12/13/02
- Occupational Safety and Health Administration, (OSHA) 29 CFR Part 1910.1030 Bloodborne Pathogens
- US Department of Health and Human Services/CDC and National Institutes of Health. Biosafety in Microbiological and Biomedical Laboratories, 5<sup>th</sup> ed. Washington, D.C.; U. S. Department of Health and Human Services, Public Health Service, CDC and NIH, 2007
- Occupational Safety and Health Administration, (OSHA) 29 CFR Part 1910.1450, Occupational Exposure to Hazardous Chemicals in Laboratories
- Occupational Safety and Health Administration, (OSHA) 29 CFR Part 1910.1200, Hazard Communication
- NIH Guidelines for Research Involving Recombinant DNA Molecules (NIH Guidelines), April 2002. The NIH Guidelines are available at <http://www.cdc.gov/od/sap>
- CDC Health and Safety Manuals, Centers for Disease Control and Prevention, 2001, OhASIS HOME/ Biosafety Information
- Laboratory Security And Emergency Response Guidance For Laboratories Working With Select Agents; Centers for Disease Control and Prevention.12/6/02. MMWR 51:RR-19, 1-6.

## 6. DEFINITIONS:

- **Alternate Responsible Official** One who serves in the capacity of the Responsible Official when the regular Responsible Official is unavailable. This individual must meet all of the qualifications for an RO.
- **Biological Terrorism** Use of biologic agents or toxins (e.g., pathogenic organisms that affect humans, animals, or plants) for terrorist purposes
- **Biological Agent** Any microorganism (including, but not limited to, bacteria, viruses, fungi, rickettsia, or protozoa), or infectious substance, or any naturally occurring, bioengineered, or synthesized component of any such microorganism or infectious substance, capable of causing death, disease, or other biological malfunction in a human, an animal, a plant, or another living organism; deterioration of food, water, equipment, supplies, or material of any kind; or deleterious alteration of the environment.
- **Biosafety** Development and implementation of administrative policies, work practices, facility design, and safety equipment to prevent transmission of biologic agents to workers, other persons, and the environment.
- **Biosecurity** Protection of high-consequence microbial agents and toxins, or critical relevant information, against theft or diversion by those who intend to pursue intentional misuse.
- **Entity** Any government agency (Federal, State, or local), academic institution, corporation, company, partnership, society, association, firm, sole proprietorship, or other legal entity.
- **Principle Investigator** The individual who is designated by the entity to direct a project or program and who is responsible to the entity for the scientific and technical direction of that project or program.
- **Responsible official** A facility official that has been designated the responsibility and authority to ensure that the requirements of Title 42, CFR, Part 73, are met.
- **Risk** A measure of the potential loss of a specific biologic agent of concern, on the basis of the probability of occurrence of an adversary event, effectiveness of protection, and consequence of loss
- **Select Agents and Toxins** Those biological agents that have the potential to pose a severe threat to public health and safety as determined by the Secretary of the Department of Health and Human Services and listed in 42 CFR 72 Part 72.6.
- **Threat** The capability of an adversary, coupled with intentions, to undertake malevolent actions.
- **Threat assessment** A judgment, based on available information, of the actual or potential threat of malevolent action.
- **Vulnerability** An exploitable capability, security weakness, or deficiency at a facility. Exploitable capabilities or weaknesses are those inherent in the design or layout of the biologic laboratory and its protection, or those existing because of

- **Vulnerability assessment**

the failure to meet or maintain prescribed security standards when evaluated against defined threats. A systematic evaluation process in which qualitative and quantitative techniques are applied to arrive at an effectiveness level for a security system to protect biologic laboratories and operations from specifically defined acts that can oppose or harm a person's interest.

## **7. SAFETY:**

- See Health and Safety Surveillance Guidelines for Select Agents, SOP SA.004
- See BMBL, CDC and NIH, 5<sup>th</sup> Edition, 2007
- See SOPs for individual laboratory procedures specific to select agents or toxins
- See MSDS specific to Infectious Disease
- See CDC Health and Safety Manuals, Centers for Disease Control and Prevention, 2001, OhASIS HOME/ Biosafety Information

## **8. PROCEDURES:**

### **A. RISK ASSESSMENT**

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#### **State Police Site Specific Risk Assessment**

The Massachusetts Department of Public Health, State Laboratory Institute, Tower building facility located in Jamaica Plain, MA has had two threat and vulnerability analyses performed in an effort to improve internal and external security and increase domestic preparedness against potential acts of terrorism. Members of the MA State Police, Division of Investigative Services and Criminal Information Section performed an analysis on August 7, 2003. The assessors employed the Physical Protection Systems (PPS) model, developed by Sandia National Laboratories, U.S. Department of Energy, to conduct the analysis of the facility. The PPS model focused on the identification of the current physical protection, evaluation, and the development of recommendations for upgrades to physical protection systems. The Kroll Company performed a second independent assessment in the spring of 2004. The final reports contain the following information and are available for those who need the information to view upon request, (information contained in these reports is sensitive and confidential):

- Facility Characterization
- Threat Analysis
  - (a) Target Identification
  - (b) Likelihood of Attack
- Consequence Assessment
- Consequence Values
- Current Physical Security
  - (a) Current Detection, Delay, and Response Features
- Risk Analysis
- Estimated Risk Levels
- Operational Constraints
- Physical Protection System Recommendations
- Detection, Delay, Response, and Mitigation

## B. FACILITY SECURITY

### EXTERIOR AND PERIMETER OF BUILDING

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Please see document titled "Security Plan for Select Agents and Toxins", 2008 for more comprehensive information regarding overall security of the MDPH/BLS/SLI-Tower Building.

- Area around the building is fenced off limiting access to the grounds by way of the Arnold Arboretum
- Parking areas are well lit during the evening hours
- Security cameras: Thirty-four security cameras are utilized in the overall building security system as of May 23, 2007. UMMS Security monitors 13 cameras, which scan the main entrance, parking lots, exterior doors to the Tower, Stable and Biologic Buildings; entrance/exit door of buildings and loading docks.
- Three security cameras are mounted on the top of the building. Two cameras view the front parking lots while monitoring activity around the perimeter and the third camera monitors the rear loading dock entryway. An additional ten cameras are located over entry/exit doors to view and monitor access to the building and activity near entryways.
- The UMMS Security personnel monitor the security cameras at the front of the building.
- A security alarm system monitors entry/exit doors
- Access card readers operate the outer doors of the building and the inner doors at the front reception area located at the main entrance to the building at 305 South Street.
- Access cards operate readers that momentarily unlock both the outer door and the inner door leading from the front reception area into the main building of the State Laboratory Institute.
- The outer door is programmed to unlock between 6 AM and 6 PM Monday through Friday.
- The inner door to the building remains locked at all times.
- Access cards operate readers that momentarily unlock the loading dock door to allow entry
- Security guards are posted at the door to the main entrance of the building and at the loading dock door
- Security guards perform perimeter checks and patrol the grounds.
- Parking for employees exists in the gated lot, the main lot in front of the buildings and there is limited parking behind the buildings
- All employee vehicles must be registered with security and have the appropriate parking tag visible and displayed on the rear view mirror
- Parking is restricted, authorized and enforced
- Violators receive notice, warning, tickets and/or vehicle may be towed
- Access to the gated parking lot is controlled by card readers
- Parking areas are patrolled by security
- Visitor parking is restricted and posted at the front of the Tower Building
- Restricted Parking -There is no parking allowed in any Fire Lane or wherever posted
- Bicycles and motorcycles must be parked in designated areas only
- All vehicles including bicycles and motorcycles must be parked away from the building
- Security cameras are mounted on the top of the building and view the front and back parking lots, the rear loading dock entryway, and the trailers. Cameras are also located for viewing access to the outer doors of the building. Security personnel monitor security cameras at the front of the building.
- Access card readers operate the outer doors of the building and the inner doors at the front reception area located at the main entrance to the building at 305 South Street.
- Access card operate readers that momentarily unlock both the outer door and the inner door leading from the front reception area into the main building of the State Laboratory Institute.
- The outer door is programmed to unlock between 6 AM and 6 PM Monday through Friday.
- The inner door remains locked at all times.



## **C. SECURITY POLICIES FOR AUTHORIZED ENTRY TO THE STATE LABORATORY INSTITUTE TOWER BUILDING**

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**OBJECTIVE:** To ensure the security and the safety of employees and the public.

### **1. Overall Access to the SLI Tower Building**

#### **General Access to unrestricted areas in the Tower Building:**

All persons working, conducting business or visiting in the State Laboratory Institute Tower building must have visibly displayed on their person at all times:

- a picture identification badge issued by DPH-SLI,
- a contractor identification badge issued by or DPH-SLI, or
- a temporary visitor identification badge issued by Security.

Everyone must have one of the aforementioned means of identification to gain entry into the main entrance of the SLI Tower building at 305 South Street, Jamaica Plain Massachusetts.

### **2. Employees:**

Employees are those persons whose primary work location is on the UMMS-JP Campus and reside either in the State Laboratory Institute Tower Building, the Biologics Lab (including the office trailers) or the Stable Building.

#### **Tenants of the William H. Hinton, State Laboratory Institute, Tower Building Include:**

- University of Massachusetts Medical School
  - The New England Newborn Screening Program
  - The Massachusetts Biologic Laboratories
- Massachusetts Department of Public Health
  - Center for Environmental Health
    - Food Protection Program
    - Radiation Control Program
  - Center for Quality Assurance and Control
    - Drug Control Program
  - Center for Laboratories and Disease Control
    - Bureau of Communicable Disease Control:
      - HIV/AIDS Surveillance Program (AIDS)
      - Epidemiology and Immunization (E&I)
      - Refugee and Immigrant Health Program (RIH)
      - Sexually Transmitted Disease Prevention (STD)
      - Tuberculosis Prevention and Control (TBPC)
    - Bureau of Laboratory Sciences:
      - Division of Microbiology
        - Mycobacteriology Laboratory
        - Bacterial Laboratory
        - Bacteriology Reference Laboratory
        - Bacterial Molecular and Antimicrobial Surveillance
        - Dairy Laboratory
        - Food and Enteric Laboratories
        - Pulse Field Gel Electrophoresis Laboratory
        - HIV Laboratory
        - Hepatitis Laboratory

- Sexually Transmitted Disease Laboratory
- Division of Molecular Diagnostics and Virology:
  - Virus Isolation Laboratory
  - Virus Serology Laboratory
  - Rabies Laboratory
  - Molecular Diagnostics Laboratory
  - Arbovirus Laboratory /Birds/Mosquitoes
- Division of Analytical Chemistry
  - Drug Analysis Laboratory
  - Childhood Lead Screening Laboratory
  - Environmental Chemistry Laboratory
- Division of Emergency Preparedness
  - Biological Threat Laboratory
  - Chemical Terrorism Response Laboratory
  - Bio-watch Laboratory
- Select Agent Program
- Massachusetts Racing Commission Laboratory
- National Laboratory Training Network

### **DPH/SLI and UMMS Employee Access to the Tower Building**

- Security Officers are stationed at the front entrance to the Tower building and at the loading dock entrance
- Entry into the building is controlled and limited by a card access system and system of locks
- The access cards operate card access readers that momentarily unlock both the outer door and the inner door leading from the front reception area into the main building of the State Laboratory Institute.
- The outer door is programmed to unlock between 6 AM and 6 PM Monday through Friday.
- The inner door will remain locked at all times
- The laboratory program director and laboratory supervisors determine when and where employee access will be allowed on a justifiable need.
- All employees have access to the main entrance and the auditorium entrance to the SLI Tower building 24/7.
- All employees have access to the patio entrance off the cafeteria weekdays from 6 am to 6 pm.
- Employees must use their own unique photo identification access card to operate the card readers
- Effective June 10, 2008 each employee must scan their own card prior to entry
- No anti-pass back: Employees must not follow another authorized user through the door without stopping to show their employee identification access card to the security guard. If another employee has unlocked/opened the inner door, successive employees must slow down before passing through the door wait for the door to close and scan their own access card to allow entry. Employees must not hold the door open for someone entering the building. Everyone must scan himself or herself in.
- Employees, who do not have their ID badges on their person, must sign in on the Employee Entry Log for that day. The employee must print their last name, sign their full name, record the time of entry into the building, the Bureau or Program where they work, the telephone extension and the room number.
- Even if security recognizes the employee, and in addition to signing the **Employee Entry Log**, there may be occasions when the employee may be asked to show security a driver's license or other photo identification to confirm their identity and the signature on the log.
- Security will then allow the employee to enter the building.
- If security does not recognize the employee, in addition to having the employee sign the Employee Entry Log and asking for photo identification, security must call the personnel office to confirm employment.
- Once the information is verified, security will allow access to the employee.
- The employee will not be allowed into the main building without confirmation of employment.

### **Contractor Access to the Tower Building**

- All contractors must receive approval from the Property Manager or Maintenance Manager prior to applying for a Contractor Identification Access Card. Contractor Identification Cards are issued by request only, on an as needed basis, with prior approval of the Property Manager.
- Persons who provide a service under a purchase order or contract to any organization on the Campus are considered Contractors
- Contractors must fill out the **Security Access Form** and have it approved and signed by the Property Manager, and reviewed by Security at the front desk.
- If acceptable, security will take the contractor's photograph as appropriate.
- The access identification card will be programmed and available for pick-up within 24 hours.
- Contractors shall be issued either a permanent Identification Access Card or a temporary Identification Access Card. Permanent Contractor Identification Access Cards may be issued to contractor employees who provide frequent service at the campus. The cards may or may not contain a photograph for specific individuals providing service at the site.
- Contractors must wear the Identification Access Card at all times while in any of the Campus buildings, (the card must be visible on their person at all times and secured with a clip-on holder or fastener).
- All contractors must sign in and out of the building each day on the **Visitor/Contractor Register**

### **Visitor/Public Access to the Tower Building**

Visitors are considered non-employees of the UMMS Jamaica Plain Campus and the DPH State Laboratory Institute, Tower Building. All unauthorized persons who enter the Tower building must be treated as visitors.

#### **Visitors Include:**

- General Public
- UMMS and DPH employees from other Campuses
- Police, Fire and other uniformed Public Officials
- Attendees at conferences, meetings, workshops and training courses
- Facility tour groups
- Couriers
- Delivery Services
- Members of the Press
- Sales Representatives
- Family and Friends of Employees

#### **Visitors to the building must:**

- Sign into the building at the Security desk, fill in the requested information on the Visitor/Contractor Register, show a valid ID and state the reason for their visit
- Obtain a visitors identification pass before entry is allowed; a visitor card will be issued once the security guard verifies the visit. The visitor will receive a temporary adhesive visitor access badge for the duration of the visit.
- Security will contact an escort to accompany and monitor the visitor. If the visitor is visiting an unrestricted laboratory area, security must notify the laboratory supervisor of the visitors' arrival. The laboratory supervisor or designee must escort the visitor to and from the laboratory area.
- Remain in the reception area until their respective escort arrives.
- Follow all established rules and wear the visitor badge or pass at all times while in the building.
- Be accompanied at all times during their stay and must be escorted out of the building. With the exception of law enforcement, all visitors must turn their pass into security and sign out of the building before departing.
- **NOTE:** Access for friends and family members should be restricted to the rest rooms, cafeteria, main lobby and offices. At no time should friends or family members be allowed into any laboratory areas.

## D. ACCESS CONTROL

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### ACCESS TO RESTRICTED AREAS IN THE STATE LABORATORY INSTITUTE TOWER BUILDING:

**Restricted Laboratories** are those secure laboratories performing analysis on controlled substances or environmental samples. These laboratories do not work with select agents and toxins. **Restricted Offices** are those containing confidential records. Restricted, secure areas include the Drug Analysis Laboratory, and the HIV/AIDS Surveillance Program, Communicable Disease Surveillance and Office of Integrated Surveillance and Informatics Services.

Employee access to the following **secure restricted laboratories** performing testing on samples used in criminal cases, or using LRN protocols or maintaining strict chain of custody for confidential samples, and those, whose employees and space serve as part of the BT/CT emergency preparedness response team during surge capacity, may require a security risk assessment under the Public Health Security and Bioterrorism Preparedness and Response Act depending upon duties to be performed. Access to the following laboratory areas may require registration with the CDC Select Agent Program, security clearance by the Department Of Justice/Federal Bureau Of Investigation and approval by the Responsible Official.

- Environmental Chemistry Laboratory,
- Chemical Terrorism Response Laboratory,
- Bio-Watch Laboratory,
- Mycobacteriology Laboratory (at present, only employees utilized during surge capacity),
- Molecular Diagnostics Laboratory

The Laboratory Director or the Supervisor must approve access of outside visitors to restricted secure laboratory areas in the Tower building in advance of the visit. Strict security measures must be maintained at all times.

Secure offices include the MDPH Personnel Office, the UMMS Personnel Office and the Office of the Responsible Official for the MDPH SLI Select Agent Program.

The following restricted areas are enrolled in the Laboratory Security System: Rooms 306-307, 309-310, 404, 414-C, 463, 464, 712, 755, 760, 813, 866 and 869 and security measures must be strictly enforced.

**Secure, Registered Laboratories** are those laboratories working with high-risk agents and toxins. These laboratories have the most stringent access with more heightened security and include the Bioterrorism Response Laboratory and the Virus Laboratory. Access to these areas requires registration with the CDC Select Agent Program, security clearance by the Department Of Justice/Federal Bureau of Investigation and approval by the Responsible Official.

### VISITORS TO RESTRICTED AND REGISTERED LABORATORIES:

**NOTE:** Entry records must be safeguarded to prevent alterations and maintained in locked file cabinets in a secure location and must be retained for a minimum of 3 years from the date of visit.

- **IMPORTANT:** The **Laboratory PIs, Director or Supervisors (laboratory personnel)** with security clearances are responsible for and must contact the administrative staff member in advance to schedule a time for obtaining a visitor access badge. This is important if work by maintenance staff or outside contractors is to be performed early in the morning or later in the day. All visitors and any employee of DPH or UMMS (i.e. Maintenance worker) who is not authorized for access to restricted areas must contact the administrative staff person (in the DPH director's office or backup staff if the regular staff person is not available) and **make arrangements for access in advance of the visit.**

- Persons need to plan ahead, in advance of the visit and not wait until the day the visitor arrives, to ensure someone is available to assign and collect badges.
- On the day of the visit, the **laboratory personnel** should call ahead to the administrative staff and confirm the time for obtaining a badge. If the administrative staff member does not answer their phone, laboratory personnel should contact the Operator or the Front Desk and have the administrative staff person overhead paged.
- Laboratory personnel authorized to allow entry into a restricted area must be present when a visitor fills out the **Record of the Laboratory Management System Visitor Access Log (Form # SA.001.C)** found in the **Visitor Access Logbook**. The log contains the visitor's name, their agency or organization, the date, the laboratory room number to be visited, the name of the authorized employee responsible for the visitor, and the visitor's access identification card number.
- Visitors must also fill out the **Visitor Security Agreement for Restricted Access Laboratories, (Form # SA.001. D)**, stating that they are aware of the security issues and potential hazards associated with entering the LSS restricted laboratory. The Visitor Security Agreement for Restricted Access Laboratories form must be signed in the presence of the administrative staff person and the authorized staff person. Any exceptions to the above stated procedure for visitors or maintenance workers must be cleared by the RO and documented by the administrative staff person in the Visitor Access Logbook.
- The visitor and authorized laboratory personnel should be directed to Room 202 to fill out the necessary paperwork. If Room 202 is occupied, the **administrative staff person** must ask them to fill out the paperwork in another area. Avoid bringing any visitors into the administrative office area.
- If a visitor arrives early (contractor or maintenance) they must remain in the designated reception area near Room 202 until their respective escort arrives.
- The administrative staff member is responsible for ensuring that the cabinet containing the badges remains locked when not in use and that all badges and keys are placed in the cabinet when not in use.

**NOTE:** At no time should visitors be allowed near or in the area where the locked cabinet or badges, keys, Visitor Access Logbook or security records are stored (203 and 203A). For reasons of safety, security and confidentiality these items must be kept out of view and in a secure location.

## SECURITY AND PHYSICAL ACCESS TO SELECT AGENTS AND TOXINS

**Objective:** To further insure the security and safety of employees and the public. SLI has implemented additional measures to limit and monitor access to stocks of select agents and toxins maintained in registered laboratories.

- Protocols are outlined in detail in SOP SA.001, **Security Systems for Laboratories Containing Select Agents** and in the document, **Security Plan for Select Agents and Toxins**, MDPH/BLS/SLI Tower Building, 2007, revised June 2008.
- A laboratory security system has been installed to monitor and control access to restricted and registered laboratories and registered storage areas within SLI. This system allows for unescorted access to only those individuals with SRA and approval of the RO who are recommended by the Laboratory Principle Investigator to perform a specifically authorized function. Provisions are also included for routine cleaning, maintenance and visitor access by escort. The system ensures that all individuals with access are properly trained to follow procedures.

- Electric magnetic locks secure individual laboratory doors. Entry is controlled by a dual authentication system utilizing a proximity card reader and fingerprint scanner (both mechanisms are required to release the magnetic locks). Either proximity card reader or emergency release buttons controls exiting the laboratory. Any forced entry will send alarms via wireline and wireless telephones, pagers and email. All entries and exits of restricted laboratories are electronically recorded and periodic reports are generated summarizing which approved individuals were in a restricted laboratory at any given time. Anti-pass back and anti-tailgating are reviewed. A detailed audit trail is also electronically maintained to record all server activity, including additions, modifications and deletions to the system.
- Within individual restricted laboratories, freezers, refrigerators, cabinets and other containers where select agents and toxins are stored remain locked at all times with limited access by key or combination. Procedures are in place for replacing compromised keys and combinations. Daily use of select agents and toxins is recorded and monthly inventories of all containers of select agents and toxins are conducted with provisions for reporting loss, theft and accidental release of agents.
- All Select Agents and Toxins are stored in locked containers inside registered laboratories. The door to the room is locked at all times. Access to the room is restricted to authorized staff with security clearance having appropriate level electronic pass-keys. The SLI uses a pass card and fingerprint access developed by Lexics Systems to monitor entry/exit and to limit access to these rooms. Access to all areas where select agents are registered to be used or stored is restricted.
- Working stocks of select agents and toxins are secured in locked refrigerators, freezers and incubators inside registered laboratories. At no time are select agents or toxins left unattended unless they are secured in locked refrigerators, freezers and incubators inside locked registered laboratories.
- Visitors, maintenance, computer service personnel, custodial staff or other facility staff are not permitted in restricted areas unless escorted and monitored by an authorized employee with approved access.

#### **EMERGENCY POWER TO SECURITY SYSTEM**

The Lexics PassCard System access control is connected to the building emergency power generator, which will operate indefinitely, provided there is fuel. In addition, the system comes with a low voltage backup power supply, which in the absence of both regular power and the emergency generator will supply sufficient power for four to eight hours.

#### **E. SECURITY OF RECORDS:**

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##### **Computer Screens:**

- Laboratory staff and escorts need to be aware that confidential information may be displayed on computer screens located at the front desk area, in the laboratory or data entry areas and in other laboratory offices and sections. Visitors must be directed to stand in a location where this information is not in direct view.

##### **Laboratory Report Slips:**

- Laboratory staff and escorts need to be aware that confidential information may be on specimen and laboratory requisitions. If possible, reports or specimen requisitions must be placed so confidential information is not in view, and or guests must be directed far enough away so that names and confidential information are not easily read.

#### **Additional Documentation Addressing Security of Information and Information Systems:**

- Enterprise Remote Access Security Policy # ITD-SEC-2.00
  - Enterprise Cybercrime and Security Incident Response Policy and Procedures # ITD-SEC-4.00
  - Enterprise Electronic Messaging Communications Security Policy # ITD-SEC-3.00
  - Acceptable Use Policy, UMMS/DPH
- See attachments to document titled "Security Plan for Select Agents and Toxins" for copies of policies.

## **F. SELECT AGENT ACCOUNTABILITY**

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**OBJECTIVE:** To insure an accurate accounting of all stocks of Select Agents and Toxins maintained at the SLI

See document titled "Security Plan for Select Agents and Toxins", 2008 for information on security of agents.

The Massachusetts Department of Public Health, State Laboratory Institute maintains current and accurate records of all organisms and toxins currently listed in 42 CFR 73, Sections 73.4 and 73.5, as Select Agents and Toxins.

### **RECORDS:**

- The SLI maintains an inventory of select agents and toxins.
- Information maintained by inventory is referenced in SOP SA.002, Select Agent Inventory Management.
- A master inventory is maintained electronically.
- A monthly inventory is conducted for each select agent storage area.
- The RO reviews the inventory with the PI and signs off on the original data sheets.
- The original signed copy of the monthly inventory is maintained in the respective storage area.
- The Data Manager electronically archives the previous inventory for historical purposes.
- A copy is forwarded to the Inventory Data Manager who updates the master inventory.
- The Data Manager notifies the RO of any discrepancies.
- The Data Manager destroys the paper copy of the inventory.
- See "Security Plan for Select Agents and Toxins" for additional information regarding security of agents and records.

## **G. TRANSFER, RECEIVING AND SHIPPING OF SELECT AGENTS**

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### **Objective:**

To insure Select Agents are transferred, received and shipped to and from the State Laboratory Institute and within the State Laboratory Institute in accordance with 42 CFR 73.

- Notify the RO at 6656 prior to any transfer of a select agent or toxin, whether internal or external.
- Only trained, certified, authorized employees with security clearance may handle, package, transport, ship or receive select agents or toxins within or outside of the facility, (including import or export).
- Package, label, and transport select agents in conformance with all applicable local, federal, and international transportation and shipping regulations, including U.S. Department of Transportation (DOT) regulations. Specimens to be transported by airline carrier should also comply with packaging and shipping regulations set by the International Air Transport Association (IATA). Personnel who package, handle, and

ship these agents within or outside the facility, (including import or export) must be trained and/or certified in packaging infectious materials in Class 6.2.

- Ensure required permits granted by the U.S. Public Health Service - CDC, USDA, DOT, U.S. Department of Commerce, and IATA as appropriate are obtained before select agents are prepared for transport. Decontaminate contaminated or possibly contaminated materials before they leave the laboratory area.
- Avoid hand-carrying select agents when transferring them to other external facilities. If select agents are to be hand-carried on common carriers, all applicable packaging, transport, and training regulations should be followed.
- All specimens containing Category A or Suspect Category A select agents or toxins must be packaged, labeled, and transported in conformance with all applicable local, federal, and international transportation and shipping regulations, including U.S. Department of Transportation (DOT) regulations. Specimens to be transported by airline carrier should also comply with packaging and shipping regulations set by the International Air Transport Association (IATA).
- The SLI has contracted with **USA Courier Service** to pick up and transport Infectious Substances in Category A and "Suspect Category A" specimens.
- For packages of specimens to be picked up for delivery by USA Courier Service, the employee must call USA Courier Service in advance at 800-450-4872 and arrange for a pick up.
- The employee must then notify security at the front desk, that there will be a pick up and request that security call the laboratory to announce the courier's arrival.
- Only trained employees with security clearance may bring the package down to the courier for delivery.
- The date and time of package pickup must be recorded on the MDPH/SLI Chain of Custody for Select Agent Shipments. Both the Principle Investigator and the Responsible Official must sign the chain of custody. To avoid chain of custody issues, it is important to follow these procedures.
- Any packages containing select agents or toxins for pick up and delivery must not be left unattended.
- Upon receipt of the shipment of a select agent, the recipient's RO must complete blocks 41 and 42 and FAX or mail the APHIS/CDC FORM 2 to both the sender's RO and APHIS or CDC within 2 business days of receipt.
- The recipient's RO must immediately report to APHIS or CDC and complete APHIS/CDC Form 3, "Report of Theft, Loss, or Release of Select Agents and Toxins", if the select agent or toxin has not been received within 48 hours after the expected delivery time or the package received containing select agents or toxins has been damaged to the extent that a release of the select agent or toxin may have occurred.
- A form SA.003A Inter-facility Transfer of SA must be completed when permanently transferring a Select Agent from one storage location to another within the State Laboratory Institute (whether room, or storage freezer/refrigerator within the same room). The Responsible Official must be contacted prior to any transfer so that an amendment to the Select Agent Registration can be filed with HHS before the transfer if necessary. Note: the storage room that the Select Agent will be transferred to must be registered with the U.S. Centers for Disease Control and Prevention (CDC) before the transfer takes place. Package the sample accordingly.

## H. EMERGENCY RESPONSE PLANS

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**Objective:** To ensure the safety of personnel and to ensure the security of select agents and toxins during or after a natural or man-made disaster. Events listed in this section include fire and building evacuations

- Additional notification and response procedures including contact numbers can be found in more detail in the Emergency Response and Contingency Plan maintained by UMMS and at the end of this document.
- Adverse event such as severe weather (e.g., hurricanes or floods), earthquakes, power outages, and other natural or man-made disasters are addressed in the Emergency Response and Contingency Plan maintained by UMMS



- Immediate notification of employees for emergencies will be done through the fire alarm page system and/or the overhead page system.
- Drills and exercises will be conducted at least annually; plans will be revised according and employees trained and updated in the plan.

**NOTE: Relocation of agents in an emergency situation**

The facility is working with state and local police, fire, and other emergency responders to coordinate plans and drills and assist in planning for emergencies in select agent laboratory areas including security concerns associated with sharing of sensitive information, maintaining secure work areas, and addressing circumstances that might require the emergency relocation of select agents to another secure location or registered laboratory in the area. Plans must also be coordinated with the CDC Select Agent Program, State Police and FBI.

**Evacuation of the Building During Fires or Other Emergencies:**

The following applies to all employees, visitors and contractors at the Jamaica Plain SLI Tower Building site.

Whenever evacuation procedures (for fire, adverse events, or other incidents) are in effect, employees of registered laboratories must ensure that agents in incubators, freezers and refrigerators are secure and locked whenever possible. Upon return to the laboratory after the "all clear" signal has been announced, the employees must fill in the unattended select agent log, the entry/exit log, and if the emergency release button was activated, the emergency release activation log. All agents left unattended must be checked and accounted for. All storage areas and containers must be checked for any breach of security and if warranted an inventory must be performed. Any and all discrepancies must be immediately reported to the RO at 6656 and to the SLI Director at 6202.

**Fire Alarm:** The fire alarm system will automatically override the LSS allowing for immediate exit and entrance without using the employee identification access card or fingerprint. If an authorized user is conducting work using select agents when a fire alarm has sounded, the employee may leave the select agent on the bench top to ensure a quick departure from the building, (an attempt must be made to lock up the select agent or toxin in use). The employee must go directly back to the lab containing the unattended select agent to verify its presence as soon as the fire department indicates that it is safe to re-enter the building.

**Building Evacuation:** After a building evacuation or situation requiring immediate departure of the area or anytime a select agent must be left unattended, the employee who was working with a SA or toxin that was left unattended must fill out the Unattended Select Agent Log (Form # SA.001.A). If for any reason the doors are powered down, all employees entering and exiting LSS monitored labs must sign in and out on the Fire Alarm Log sheet (Form# SA.001.F) until the door locks are turned on again. When the fire alarm goes off the doors to registered laboratories remain locked.

**Averse Weather Events or Likelihood of Power Outages:** Registered Select Agent Laboratories must be manually locked with a key when a huge storm or adverse weather is anticipated or after the fact if power goes out for any reason. Even though there are backup generators, one must consider the case of a direct hit from a powerful weather event such as a hurricane when the power could be out for an extended period of time.

**Power Outage:**

Auxiliary power to biosafety cabinets in BSL-3 laboratories are equipped with an auxiliary power source that will enable the user to safely close the sash and immediately evacuate.

**Tornado:**

When a warning is issued by the fire alarm or overhead page systems or other means, seek inside shelter. Consider the following:

- Small interior rooms on the lowest floor and away from windows;
- Hallways on the lowest floor away from doors and windows, and
- Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and all windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.

**Earthquake:**

Stay calm and await instructions from the Emergency Coordinator or the designated official. Instructions will be given by alarm page system, overhead page system, phone or other means.

- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed.

**Flood:**

If indoors, be ready to evacuate as directed by the Emergency Coordinator and/or the designated official. Follow the recommended primary or secondary evacuation routes.

Once outdoors:

- Climb to high ground and stay there.
- Avoid walking or driving through floodwaters.
- If car stalls, abandon it immediately and climb to a higher ground.

**Hurricane:**

The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours. Once a hurricane watch has been issued secure all agents and toxins and lock down laboratory.

Stay calm and await instructions from the Emergency Coordinator or the designated official.

- Move to a safe place within the building away from glass and building overhangs.
- Continue to monitor local TV and radio stations for updates and instructions.
- Take shelter in hallways or small interior rooms on the lowest floor away from doors and windows, and in rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and all windows.
- Use arms to protect head and neck.
- Remain sheltered until the threat is announced to be over.

**Blizzard:**

- If stranded at work, remain inside the building and keep warm.
- Notify Security that you are remaining in the building and of your exact room number and phone extension.
- Eat
- Exercise to keep blood circulating and to keep warm.
- Make yourself available to rescuers.

**Extended Power Loss or Prolonged Power Outages:**

In the event of extended power loss to the Tower Building, certain precautionary measures should be taken depending on the geographical location and environment of this facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Do not unplug or open refrigerators or freezers used to store select agents and toxins.

- In the event of a long-term power loss, arrangements should be made to relocate and secure agents and toxins within suitable lock boxes or locked containers containing suitable coolant materials within the manually locked down registered laboratories or if necessary arrangements must be made with the CDC Select Agent Program to transfer the agents and toxins to another approved registered facility until power is restored.
- Facilities with freezing temperatures should turn off and drain the lines for the fire sprinkler system, standpipes, potable water lines and toilets in the event of a long-term power loss.
- Upon restoration of heat and power electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry; and fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

**Doors to Registered Laboratories:** Effective February 22, 2008 all doors to restricted secure registered laboratories where select agents and toxins are used and stored remain locked at all times including during a fire alarm. If there is any electrical problem foreseen, the doors will be manually locked down by authorized persons. **Whenever the doors to restricted, registered laboratories are powered down, the laboratory doors must be manually locked down with a key.**

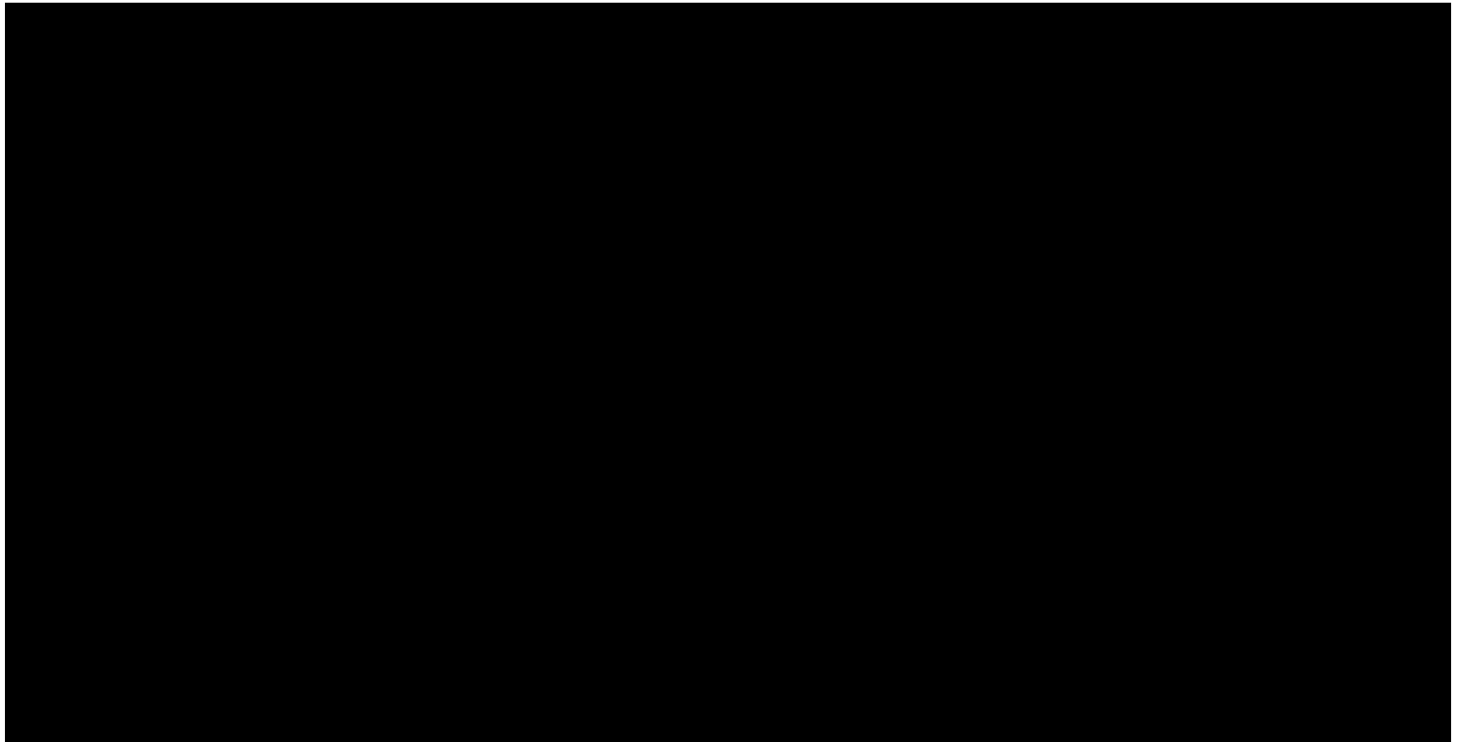
**Reporting a Fire:** If a fire is observed, activate the nearest fire alarm pull station, exit the facility and provide details to the Fire Command Coordinators (facilities or safety personnel) stationed at front of the building.

#### **Evacuation Procedure:**

- A continuous audible tone alarm and strobe light system is used to announce an evacuation of the entire building.
- When the alarm sounds, all persons must evacuate the building immediately using stairs at the nearest exit. Do not re-enter the building.
- Do not relocate to another floor. Leave the building.
- Do not use the elevators. Walk calmly, do not rush or push.
- If possible shut down hazardous operations in progress before exiting.
- Close all doors upon exiting.
- Designated Floor Safety Monitors or alternates must check assigned rooms (if it is safe to do so) to ensure that employees have evacuated the area.
- Persons responsible for recording attendance must take the departmental sign-in sheets with them. Security personnel will take the various visitors logs.
- Listen for any audible alarm messages or announcements and follow directions.
- Supervisors and Floor Safety Monitors should be aware of any assigned areas where the overhead page system can not be heard and alert employees of emergency announcements or of any evacuation.
- Floor Safety Monitors should know of any disabled or handicapped persons who might need assistance to the nearest enclosed stairwell landing or other safe area and encourage able-bodied employees to assist those having difficulty walking down stairwells.
- The Command Center is located outside the main entrance of the building, in front of the flagpoles.
- Floor monitors will alert the Fire Command Coordinator at the Command Center of the location of the employee in need of assistance.
- The Fire Department will assist the employee in need.
- If an employee is injured during an evacuation, notify the Fire Command Coordinator who will arrange for medical assistance.
- These procedures apply if there is a specific floor alarm or a building wide alarm.
- Get away from the building, away from concrete and glass and away from access roads for emergency vehicles.

- All employees must assemble at the pre-designated or pre-assigned evacuation assembly area **at the front of the building**. No one should be at the back of the building. (See map of assembly areas on Emergency Evacuation Procedure).
- Attendance must be taken and all persons signed into the SLI-Tower Building must be accounted for, including all employees, visitors and contractors.
- Persons responsible for recording attendance must account for employees in the designated assembly area.
- All persons and visitors not present at the assembly area must be noted and reported to the Fire Command Coordinator at the Command Center.
- When exiting the building do not prop doors open for re-entry. This allows quick access to unauthorized persons who are capable of harmful or malicious actions.
- Wait for the Fire Command Coordinator to declare an “all clear” for re-entry by waving the green flag.
- Once the all-clear signal is given, re-enter the building at the main entrance.
- Immediately notify Security of any ringing door alarms or of any suspicious persons or activities.

## Map of Group Meeting Areas



### Evacuation Assembly Areas, Front Parking Lot (Updated 2008)

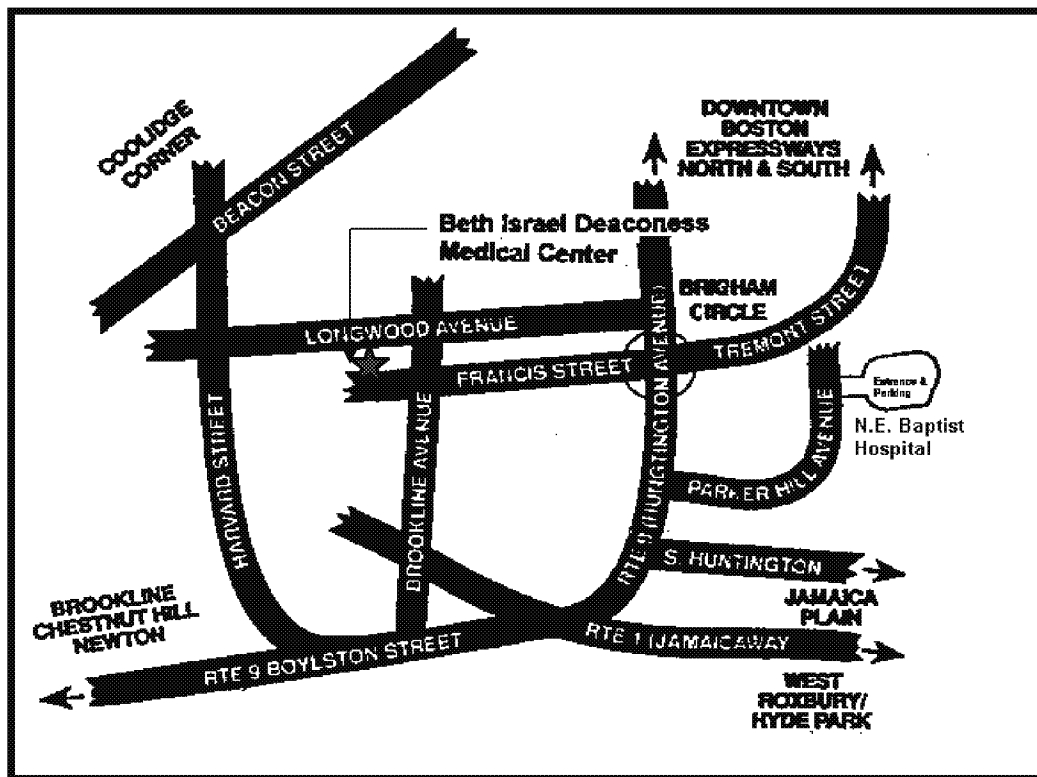
Area	Group/Department	Area	Group/Department
1	TB Control and Prevention	13	CDC Administration, Aids Surveillance, STDs
2	Refugee Health	14	Bacteriology, QA, National Laboratory Training Network (NLTN)
3	Biologics Administration Offices, Biologic Quad (Group of Trailers behind Biologic Bldg.)	15	Newborn Screening
4	MA Biologic Laboratory Facilities/Engineering	16	MA Biologic Laboratory Process Development, Product Discovery
5	Vaccines, MTS	17	MIIS-CD Bureau, UMMS Computer Services, DPH Computer Services
6	Stockroom/Mailroom, Radiation Lab, Animal Quarters	18	Facilities, Receptionist, Security, SLI Janitors
7	Division of Food and Drug	19	Glassware/Media/Kit Areas, Specimen Receiving, Racing Commission
8	Blood Lead Lab	20	Environmental Chemistry Lab
9	SLI Administration, Biologics QA, Cafeteria Staff	21	Division of Molecular Diagnostics and Virology, HIV Lab
10	Drug Lab	22	TB Lab, Infectious Disease TB Lab
11	Purchasing & Contracts, Personnel, Library	23	Division of Epidemiology & Immunization (Metro Region)
12	SLI & UMMS Administration	Front of bldg. under alarm	Safety, Facilities Management, Biologic Labs Maintenance, SLI Maintenance

## Medical Emergency and Work Place Injury Procedure

There are no persons on staff to provide medical assistance. All medical services are contracted to outside vendors. Internal rescue and medical attention is deferred to Emergency Medical Services (EMS) and employees are transported to the hospital.

<b>Determine type of medical incident:</b>	
<p><b>Life-Threatening Emergencies:</b></p> <ul style="list-style-type: none"> <li>Remove employee away from hazard if safe to do so.</li> <li>Dial 9-911 for an ambulance.</li> <li>Dial x5911 to notify front desk of the injured employee's location.</li> <li>Administer first aid/CPR if you are trained, or keep employee comfortable until assistance arrives.</li> <li>Notify employee's supervisor of incident details.</li> <li>Notify Environmental Health and Safety, X6207, X6213 or page: 617-675-1896 or 617-617-675-1021.</li> <li>Supervisor must submit incident report and initiate an accident investigation within 24 hours.</li> </ul>	<p><b>Non Life-Threatening Injuries/Exposures (Work-Related):</b></p> <ul style="list-style-type: none"> <li>Remove employee away from hazard if safe to do so.</li> <li>Provide basic assistance (see below).</li> </ul>
<p><u>General injuries:</u> keep employee comfortable, administer first aid/CPR if you are trained.  <u>Chemical/biological agents:</u> remove contaminated clothing, wash exposed area for 15 minutes. For chemical incidents, send a co-worker to obtain the chemical material safety data sheet, Room 202A, second floor, SLI.  <u>Radioactive materials:</u> remove contaminated clothing, if necessary wash exposed areas and re-survey. Contact UMMS Radiation Safety Officer at 508-856-4901 or MDPH RCP at 617-727-6214 for additional guidance. Obtain guidance from occupational health provider—check the time of the incident to determine provider availability:</p>	
<p><b>Monday-Friday, 8 am-4 pm</b></p>	<p><b>Monday-Friday, 4 pm-8 am, weekends, holidays</b></p>
<p>Call NE Baptist Hospital Occupational Health Department (617) 754-5620, 125 Parker Hill Ave., Boston. Report details of incident, follow medical instructions provided by NE Baptist Hospital.</p>	<p>Call Independent Taxi (617) 426-8276, request a cab to: State Laboratory Institute, 305 South Street, Jamaica Plain, describe building (Tower/Stable/Biologics) for employee pick-up. Request cab to go to Emergency Room, Beth Israel Deaconess Medical Center, 1 Deaconess Road Boston, MA 02215, Phone (617) 754-2400</p>
<p>If medical care is indicated by NE Baptist, request NE Baptist to provide a pre-paid cab to State Laboratory Institute, 305 South Street, Jamaica Plain, (Tower, Stable, Biologics) for employee pick-up.</p>	<p>Obtain a cab voucher from watchman on duty. Notify watchman of cab arrival location, Tower Building, Biologic Lab or Stable.</p>
<p>Notify the in-house HELP phone at x 5911 of the cab arrival location, Tower Building, Biologic Lab or Stable.</p>	<p>For chemical exposures, provide chemical material safety data sheet with injured employee or fax to Beth Israel at 617-754-2499, phone #: 617-754-2400</p>
<p>Send employee to NE Baptist Hospital. For chemical exposures, provide a chemical material safety data sheet with injured employee or fax to NE Baptist at 617-754-6453, phone #: 617-754-5620.</p> <p style="text-align: center;">↓</p>	<p>↓</p>
<p>Notify the employee's supervisor of the incident. Supervisor must complete the following: 1) Incident Report Form within 24 hours to Worker's Compensation Claims Manager (Human Resources Administrator); and 2) initiate an accident investigation within 24 hours. If necessary, consult with Environmental Health and Safety, x 6207, or DPH accident investigator on call, x 5911.</p>	

## Medical Emergency and Work Place Injury Procedure Directions to Occupational Health Providers



### Directions:

#### **New England Baptist Hospital Occupational Medicine Center**

125 Parker Hill Avenue Boston, MA 02120  
Phone: (617) 754-5620

Take the Jamaica Way (Route 1) North towards Boston. Take the Route 9 East exit, take a right at the end of the exit onto Huntington Avenue. Continue on Huntington Avenue to the second set of lights. At the second set of lights take a right onto Parker Hill Avenue. Follow Parker Hill Avenue up to the main entrance on the right. Proceed to the front entrance. Once inside ask the front desk receptionist for directions to the Occupational Medicine Center in the Converse Building on the sixth floor.

#### **Beth Israel Deaconess Medical Center Emergency Room**

1 Deaconess Road, Boston, MA  
Phone: (617) 754-2400

Take the Jamaica Way (Route 1) north towards Boston. Continue on the Jamaica Way until you come to Brookline Avenue. Take a right onto Brookline Avenue. Continue on Brookline Avenue, take a left onto Francis Street and a right onto Pilgrim Road. Short-term parking is available adjacent to the ER.

## I. INCIDENT REPORTING:

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### Objective:

To ensure that laboratory directors, in cooperation with facility safety, security, and others, have policies and procedures in place for reporting and investigating unintentional injuries or incidents, including unauthorized personnel in restricted areas, missing biologic agents or toxins, and unusual or threatening phone calls, or breaches to security. The CDC Select Agent Program should be notified immediately if select agents are discovered to be missing, released outside the laboratory, involved in worker exposures or infections or misused. All incidents involving select agents including occupational exposure or breaches of primary containment should be reported to the Facility Responsible Official and to CDC.

### BREACHES AND OTHER EMERGENCIES

#### Security Breaches:

- After hours and during working hours, Security will inspect the exterior doors and windows for signs of forced entry and must contact the UMSS Facility Manager and the SLI Director and the to report any breach in security. In the event that a forced entry has occurred, the Director of the State Laboratory Institute will contact the State Police and/or the FBI as appropriate. During this time building access will be limited. The SLI Director will notify the ROs and PIs as appropriate. After the police have determined that no intruders are present, the UMMS Facilities Manager will inspect the laboratory area for signs of forced entry to select agent labs. The PIs must conduct an inventory of select agents and toxins. If evidence of such a theft exists, the PI must notify the RO and the SLI Director. The RO must notify Lonnie Bryant at CDC by phone, fax or E-mail within an hour from the time of discovery to explain the circumstances surrounding the breach or theft. Mr. Bryant is the inspector assigned to MDPH, SLI Tower Building by the CDC Select Agent Program and can be reached at :

Phone	(404-718-2038)
Fax	(404-718-2096)
E-mail	bko9@cdc.gov

#### Information Technology System Breaches:

To report information system security emergencies or cybercrimes including any breaches or tampering with the information technology systems or the network contact:

- Dan Walsh, Director of Security Assessment and Design, Information Technology Division  
Phone: (617) 626-4500  
Fax: (617) 626-4516  
Call ITD at 1-866-888-2808, One Ashburton Place, Room 1601, Boston, MA 02108

#### MDPH/SLI Tower Building Security System Malfunctions:

- In the event of a Laboratory Security System malfunction the LSS Manager or support person should be notified immediately at 6664. The LSS Manager or support person will contact the UMMS Security Facility Supervisor at 6541 as appropriate, or if unavailable, the UMMS Maintenance Manager at 6545. UMMS personnel will contact TAC for technical assistance.

Contacts:	Tanya Rivera, LSS Manager, MDPH/SLI	(617) 983-6664
	Tara Doran, LSS Backup, MDPH/SLI	(617) 983-4390
	Charles Miller, Supervisor Facility Security, UMMS	(617) 983-6541
	John Nickerson, Maintenance Manager, UMMS	(617) 983-6545



- In the event of a Building Security System malfunction, the UMMS Supervisor of Facility Security should be notified immediately at 6541. If the person is unavailable, contact the UMMS Maintenance Manager at 6545. UMMS personnel will contact Tour Andover Controls for technical assistance.
- Notify the RO at 617-983-6656 of any security emergencies or cybercrimes, breaches or tampering with information systems or the network.

#### **OTHER EMERGENCIES:**

Call Security at **5-911** for police, fire or other emergencies including:

- Work related injuries
- Medical emergencies
- Chemical or biological spills
- Unusual odors
- Suspicious packages, mail or items
- Suspicious activities
- Suspicious or unauthorized persons
- Theft, loss or release of a select agent or toxin

Security will contact the appropriate responders.

#### **UNAUTHORIZED OR SUSPICIOUS PERSONS:**

**Unauthorized Person:** A person, who does not have security clearance, i.e., has no approval by the Responsible Official to undergo registration by CDC, has not been recommended for a security risk assessment and does not have FBI security clearance for the facility, (SLI). The name of the individual does not appear on the most current APHIS/CDC Form 1, Section 4B of the MDPH/SLI Tower Building registration. These persons are unescorted individuals who are in areas where they could gain access to select agents or toxins.

**Suspicious Person:** Any individual not associated with the State Laboratory Institute that has no valid reason to be in the areas where select agents or toxins are possessed, used, stored or transferred. Suspicious persons are generally not known to laboratory staff and generally have no means of identification or credentials.

#### **PROCEDURE FOR REPORTING UNAUTHORIZED OR SUSPICIOUS PERSONS OR ACTIVITIES:**

- Contact Security using the Emergency Number **5911**.
- Give a description of the individual along with the exact location of the person, room number, floor, wing, etc
- During normal working hours the front desk is guaranteed to have coverage to receive the information and radio to other Security Officers for rapid response.
- To report unauthorized or suspicious persons or activities after hours or weekends, contact Security at Zero (0) or 5911.
- Security will notify the UMMS Supervisor of Facility Security at (617) 983-6541 and/or the UMMS Maintenance Manager at (617) 983-6545
- Security should contact the State Police at (508) 820-2121 for backup or support.
- Notify the RO at (617) 983-6656
- Depending on the activity involved it may be necessary for the RO to contact the FBI at (617) 742-5533 and/or CDC at (404) 718-2038

## **PROCEDURES FOR REMOVING UNAUTHORIZED OR SUSPICIOUS INDIVIDUALS AT THE MDPH/SLI TOWER BUILDING:**

- Security should go to the floor and accompany the individual to the reception area or lock down area for questioning or holding for authorities.
- If the person is belligerent and disruptive and law enforcement is necessary immediately, check the Police Register for an officer on business in the Tower Building who may assist in controlling the individual until support arrives.
- If additional law enforcement is necessary contact the State Police at (508) 820-2121
- If the FBI is needed call (617) 742-5533
- If there was a mistake or there is no problem with the individual, law enforcement will escort them out of the building after complete documentation of the incident.

## **FOLLOW-UP ACTIONS:**

- The UMMS Supervisor of Facility Security must fill out an incident report and give a copy to the RO.
- The original must be filed in a locked cabinet in a secure area in the Security Office for three years from the date of infraction.
- The RO will fill out the appropriate APHIS/CDC notification report describing the incident as warranted by the event. The event may also warrant the RO having to fulfill other notification requirements as required by the select agent regulations. The originals will be forwarded to CDC and copies will be filed in a locked cabinet in a secure area in the RO's office for three years from the date of infraction.

## **THEFT AND LOSS OF A SELECT AGENT OR TOXIN:**

- Upon discovery of the theft or loss of a select agent immediately notify the Director of the SLI at ext. 6201 and the RO at ext. 6656.
- Provide the RO with the information by phone (not voice mail) or in person and follow-up with an E-mail containing the following:
  - The name of the select agent or toxin
  - Any identifying information (e.g. strain or other characterization information)
  - An estimate of the quantity lost or stolen
  - The location (room number, lab name or area, etc.) from which the theft or loss occurred
  - Any other information that may be helpful to the Director, RO, CDC or law enforcement
- **Within an hour from the time of discovery the RO must immediately notify** Lonnie Bryant at CDC by phone, fax or E-mail to explain the circumstances surrounding the loss or theft, (Mr. Bryant is the inspector assigned to MDPH, SLI Tower Building by the CDC Select Agent Program):

Phone	(404-718-2038)
Fax	(404-718-2096)
E-mail	bko9@cdc.gov
- The SAPI and/or SALS must perform a complete inventory no later than 5 hours after the discovery. The SAPI and/or SALS must perform a complete inventory of select agents and toxins within 5 hours so that the RO may complete inventory reporting to CDC within the required 6-hour timeframe.
- The RO must immediately notify the appropriate Federal, State and/or local law enforcement agency as appropriate. The number for the local FBI is 1-617-742-5533.
- The theft or loss must be reported whether or not the select agent or toxin is subsequently recovered and even if the responsible parties are identified.
- The RO must submit a follow-up report in writing to CDC within 7 calendar days of the theft or loss using APHIS/CDC Form 3: Guidance Document For Report of Theft, Loss, or Release of Select Biological Agents and Toxins
- The RO must complete Section 1 and Section 4.
- The SAPI must fill in Section 2.

- **NOTE:** If the select agent or toxin reported was lost or stolen as part of a transfer, (internal or external) the SAPI must fill in the bottom half of Section 2
- The RO reviews all information with the SAPI and the Director of the SLI.
- The RO signs and dates the form.
- The RO submits a copy of the form to CDC.
- The RO maintains a copy of the form for three years in a secure area.
- The incident must be thoroughly investigated and controls must be put into place to prevent any future repeated loss or thefts.

#### **RELEASE OF A SELECT AGENT OR TOXIN:**

- Upon discovery of a release of a select agent the Select Agent Laboratory Supervisor and/or the Select Agent Principle Investigator must immediately notify the Environmental Health and Safety at 6207, the Director of the SLI at ext. 6201, and the RO at ext. 6656.
- The employee(s) involved should seek first aid or medical advice. See posted medical emergency and work place injury policy.
- The SALS and/or the SAPI must provide the SLI Director and the RO with the following information by phone or in person (not voice mail) and follow-up with an E-mail:
  - The name of the select agent or toxin.
  - Any identifying information, (e.g. strain or other characterization information).
  - An estimate of the quantity released.
  - The start time and duration of the release.
  - The specific location or environment, (room number, lab name or area, inside or outside the registered area, drain in a waste system etc.) where the release occurred.
  - The number of individuals potentially exposed.
  - Any actions taken to respond to the release.
  - Any hazards posed by the release
  - The location (room number, lab name or area, etc.) where the exposure has occurred.
  - Any other information that may be helpful to the Director, RO, CDC, law enforcement or health and safety.
- **Within an hour from the time of discovery the RO must immediately notify** Lonnie Bryant at CDC by phone, fax or E-mail to explain the circumstances surrounding the release or exposure:

Phone	(404-718-2038)
Fax	(404-718-2096)
E-mail	bko9@cdc.gov
- If appropriate, and depending upon the event, the RO must notify the appropriate Federal, State and/or local law enforcement agency. The number for the local FBI is 1-617-742-5533.
- The RO must submit a follow-up report in writing to CDC within 7 calendar days of the release using APHIS/CDC Form 3; Guidance Document For Report of Theft, Loss, or Release of Select Biological Agents and Toxins.
- The incident must be thoroughly investigated and controls must be put into place to prevent any future repeated exposures.

#### **EXPOSURE TO A SELECT AGENT OR TOXIN:**

- Employees working with select agents or toxins must report any accidents, spills, exposures, or suspicious activity to the select agent laboratory supervisor at once.
- The SALS must report any accidents, spills, exposures, or suspicious activity involving select agents to the PI, the SLI Director at 6202 and the facility RO at 6656 immediately.
- If an emergency situation occurs that requires immediate medical attention (life-threatening) call 9-911 for an ambulance.

- Call the in-house emergency number 5-911 to notify Security Personnel as to the exact location of the emergency so they may direct the Emergency Medical Team expeditiously to the site.
- If a non life-threatening situation occurs, the PI and/or SALS must arrange for transport of the employee.
- If the non life-threatening situation occurs on Monday - Friday, between the hours of 8 am to 4 pm, the SALS must call the New England Baptist Hospital, Occupational Health Department at (617) 754-5620. Request a pre-paid cab to the SLI for transporting the employee to the N. E. Baptist Hospital. Report the details of the incident to the person taking the call.
- Then call the in-house emergency number 5-911 to notify the Security of the pending arrival of the cab and arrange for notification of the vehicles' arrival.
- If a non life-threatening situation occurs on Monday - Friday, between the hours of 4 pm to 8 am, or on a weekend or on a holiday, the SALS or employee must call Independent Taxi at (617) 426-8276 and request that a cab to be sent to the SLI for employee transport. The employee is to be transferred to the Emergency Room at the Beth Israel Deaconess Medical Center, (1 Deaconess Road, Boston, MA 02215, phone (617) 754-2400). See the **Medical Emergency and Work Place Injury Procedure**, which should be posted by all telephones.
- Call the in-house emergency number 5-911 to inform Security at the front desk of the cab arrival and arrange to be notified of its arrival.
- Employees must report any unusual fever, abdominal distress or respiratory distress associated with a fever to the laboratory supervisor immediately.
- If the employee has been ill and calls in and reports any unusual symptoms, the PI or SALS must be notified.
- If the employee is not at work and does not call in at the expected time, the PI or SALS must be notified.
- The PI or SALS must contact the Director of the SLI at 6202 and the Director of Personnel at 6201 to report the unexpected absenteeism.
- The Director of Personnel will contact the employee or their emergency contact to ensure the employee is not experiencing a work-related illness.
- Document the exposure by filling out section 3 of the Theft, Loss, or Release CDC Form #3 and give a copy to the RO. The RO will notify CDC of the exposure
- The documents will be reviewed, recommendations will be made and follow-up actions will be implemented to prevent further incidents. The documentation will also serve as a record of the incident in the event that medical symptoms arise.
- If any potential exposure is suspected during the course of spill clean up, immediately report it to the Director of the SLI, the RO, contact the Safety Department, and seek medical attention.
- All exposures including any spills or releases of any select agents or toxin must be reported to CDC by the RO or the SLI Director.

#### **FIRST AID:**

- Notify PI or SALS of accident or incident.
- Cuts or other wounds (including non-intact skin) - The employee should squeeze the wound to make it bleed if possible. Wash the wound with soap and water immediately for 15 minutes.
- If in a case of cutaneous exposure, contaminated clothing has to be removed, the employee should wash or shower with soap and water for at least 15 minutes.
- Only an employee wearing appropriate personal protective equipment should handle the employee's contaminated clothing and the clothing should be placed into an impervious biohazard bag for autoclaving to prevent further environmental contamination.
- Proceed with proper clean up or decontamination of the environment.
- Mucous Membranes of Eyes, Nose, or Mouth - Rinse the exposed mucous membranes for at least 15 minutes.
- Clean water, saline solution or ophthalmic solutions are recommended for rinsing the eyes.

- Intact Skin- Flush the skin with water for at least 15 minutes, using water, soap and water or disinfectant as required.
- Immediately seek medical attention , if required.

#### **FOLLOW UP REPORTING AFTER TREATMENT:**

- The PI and/or the SALS must report the work- related accident to the Accident Reporting Coordinator at (617)-983-6255 for purposes of potential workman compensation claims.
- The employee must obtain a medical evaluation of the incident or exposure from the Occupational Health Provider immediately (additional treatment may be required).
- The employee must follow all instructions given by the Occupational Health Provider.
- The employee must complete an Injury/Illness report of the incident within 24 hours of the incident and give a copy of the report to the Accident Reporting Coordinator.
- Report any exposures to Health and Safety at 6207, to the RO at 6656, the Director of the SLI at 6202 and the PI and/or Select Agent Laboratory Supervisor.
- See SOP 100H001, Biohazard Post Exposure Plan for specific instructions, contacts and forms.
- See Medical Emergency and Work Place Injury Procedure for more specific details on reports.

#### **EMERGENCY PROCEDURES FOR SPILLS OR SPLASHES:**

- When possible notify supervisor, PI, Health and Safety and other employees that a spill or release has occurred.
- Allow aerosols to settle.
- Wearing protective clothing, wrap-front gown, double gloves, face shield and waterproof booties, gently cover the spill with paper towels or surround the spill with absorbent socks and apply suitable disinfectant. Pour 10% bleach solution (1:10 dilution bleach in water) onto the spill starting at the perimeter and working towards the center.
- Allow sufficient contact time before clean up, 10 to 15 minutes or longer.
- Absorb the spill with gel pads; dispose as biohazardous waste.
- Wipe down the area with bleach solution, rinse the area with 70% ethanol and allow it to air dry.
- To decontaminate the surface area(s) and laboratory equipment, wipe down the area with the 10% bleach solution, rinse the area with water, and allow it to air dry.
- If the spill contains virus, use a 10% bleach solution. This concentration is recommended to inactivate most viruses. If the spill is under the biological safety cabinet, follow up the 10% bleach with a 10% Vesphene solution to remove the bleach residue, which is corrosive to the stainless steel.
- Assure that all cleanup materials are discarded as biohazardous waste and autoclaved.
- Record the exact details of the spill in the laboratory problem logbook: what was spilled, how much, the date and time, any special conditions, equipment involved, personnel involved or exposed.
- Report any exposures to Health and Safety at 6207 and to the RO at 6656, Director of the SLI at 6202, the PI and/or Select Agent Laboratory Supervisor.
- Document the spill or release by filling out section 3 of the Theft, Loss, or Release CDC Form #3 and give a copy to the RO.
- The documents must be reviewed, recommendations must be made and follow-up actions must be implemented to prevent further incidents. The documentation will also serve as a record of the incident in the event that medical symptoms arise.
- If any potential exposure is suspected during the course of spill clean up, immediately report it to the Director of the SLI, the RO, contact the Safety Department, and seek medical attention.
- All spills or releases of any select agents or toxin must be reported to CDC by the RO or the SLI Director.

For additional information see SOP SA.004, Health and Safety Surveillance Guidelines for Select Agents and posted Medical Emergency Procedures.

**PERSONAL PROTECTIVE EQUIPMENT:**

- A supply of gowns, gloves, masks and booties are kept in the cold room in registered laboratories. Face shields and eye protection are located kept in the warm or hot room(s) of registered laboratories.
- A separate supply of gowns, gloves, masks, booties and appropriate eye protection is kept in storage cabinets located in the corridor outside the registered laboratories.
- The cabinets are posted as such.

**EMERGENCY EQUIPMENT AND SUPPLIES:**

Emergency equipment and supplies for cleaning up spills or responding to incidents where access may have to be restricted can be found on each wing, on each floor and include:

- List of contact numbers for assistance
- Gloves for cleaning up spills
- Security tape to cordon off the area
- Biohazard pop-up flag to warn of an area cordoned off
- Solution for disinfecting or decontamination (Bleach solution)
- Absorbent wipes or chucks to absorb spills
- Biohazard bags to put all materials into
- Chemical spill kit
- Individual Bio-Spill kits
- Scoops
- Neutralizers

**MAIL, PACKAGES OR ITEMS SUSPECTED OF CONTAINING A BIOLOGICAL, CHEMICAL OR RADIOLOGICAL THREAT OR A BOMB THREAT:**

**General Guidelines:**

- Stop. Do not handle or open the item. Do not bump, shake, smell, touch or taste the item.
- Isolate the item immediately by cordoning off the area.
- Keep a safe distance from the package.
- Evacuate immediate occupants.
- Notify Security at 5911
- Security must notify the Property Manager, the Maintenance Manager or the Supervisor of Facility Security who will triage the situation.
- One of the above three mentioned persons will notify the Bioterrorism Response Laboratory at 617-590-6390 or 617-228-1576
- Security will evacuate other areas as warranted.
- Security will call the State Police Bomb Squad at 508-820-2121.
- Security will also call the State Police at 617-740-7600 to secure the building.
- Security will notify the Bioterrorism Response Laboratory at 617-590-6390.
- The BT Director or will contact the Postal Inspector.
- The BT Director will notify the local Fire Department/Hazmat Unit as warranted.
- The BT Lab will notify the RO as warranted
- Follow guidelines in Example # 1 given below.

**For a Biological or Chemical Threat:**

- Isolate, do not handle
- Evacuate the area immediately
- Wash hands with soap and warm water

- Notify Security at 5-911
- Security will notify the Facility Manager, the Maintenance Manager or the Supervisor of Security who will triage the situation.
- One of the above three mentioned persons will notify the Bioterrorism Response Laboratory at 617-590-6390 or 617-228-1576
- The Bioterrorism Response Laboratory will notify the Chemical Terrorism Laboratory as appropriate
- The BT or CT Lab will notify the Postal Inspector
- The BT or CT Lab will notify the local Fire Department/Hazmat Unit
- The BT or CT Lab will notify law enforcement as warranted
- The BT or CT Lab will notify the RO as warranted
- Follow guidelines in Example # 1 given below.

**For a Radiological Threat:**

- Limit exposure to the item and do not handle the item
- Immediately evacuate the area
- Shield oneself from the object
- Notify Security at 5-911
- Security will notify the Facility Manager, the Maintenance Manager or the Supervisor of Security who will triage the situation.
- One of the above three mentioned persons will notify the Radiation Control Laboratory at 617-427-2910 or 617-983-6879
- The Radiation Control Laboratory will notify the Postal Inspector as appropriate
- The Radiation Control Laboratory will call local Fire Department/Hazmat Unit as appropriate.
- The Radiation Control Laboratory will contact law enforcement as warranted and follow guidelines in Example # 1 given below when appropriate.

**Letters, packages or containers with an unknown powder-like substance and threatening communication, Example # 1:**

- Contact the Bioterrorism Response Laboratory at 617-435-0269 or 617-983-6266
- A chain-of-custody form must be initiated along with an incident report.
- The BT Laboratory will triage the specimen and determine if there is a threat.
- If there is an articulated threat, it is likely that the substance was intentionally introduced into the package in an effort to validate that threat.
- An articulated threat itself (with or without the presence of a suspicious substance) is a federal crime and may also constitute a violation under state and local statutes.
- The Principle Investigator of the BT Lab should notify the local Federal Bureau of Investigation (FBI) Weapons of Mass Destruction (WMD) Coordinator, a certified HAZMAT unit, local law enforcement, and the RO.
- The appropriate laboratory will perform definitive identification or analysis and communicate results to appropriate authorities.

If the situation involves a chemical, contact the Chemical Terrorism Response Laboratory at 617-839-1283 or 617-983-6650

**FOR A BOMB THREAT:**

**If the bomb threat is received in a letter by mail:**

- Keep calm.
- Handle the letter or envelope containing the threat as little as possible to avoid compromising fingerprints. Preserve any items as evidence.

- Treat the scene as a crime scene. Preserve evidence for law enforcement for forensic examination of criminal evidence and fingerprinting, (regardless of whether the threat is determined to be accompanied by a hazardous material).
- Notify Security at 5911.
- Security must notify the Property Manager, the Maintenance Manager or the Supervisor of Facility Security.
- Security will call the State Police at 617-740-7600 as instructed by one of the above persons.
- The State Police will report the incident to the State Bomb Squad at 508-820-2121.
- Security will notify the Bioterrorism Response Laboratory at 617-590-6390.
- The BT Director will contact the Postal Inspector or other appropriate law enforcement (local FBI WMD coordinator) as warranted.
- The U.S. Postal Inspection Service must be notified whenever it appears that the threat was delivered through the U.S. Postal Service.
- Any sample (evidence) collection must be coordinated with law enforcement (FBI).
- Transfer custody of evidence to law enforcement as soon as possible. Maintain chain of custody by obtaining a record of names and signatures every time the custody of the item changes hands.

**If the bomb threat is received over the phone:**

- Keep calm and keep talking to the caller.
- Do not hang up.
- If possible signal a co-worker to call Security at 5911.
- Security will call the State Police at 617-740-7600 to report a bomb threat call in progress.
- Fill out the Employee Bomb Threat Checklist while talking to the caller.
- Ask the caller to repeat the message and write it down.
- Repeatedly ask questions.
- Ask where the bomb is and when it is to go off.
- Listen for background noises.
- Write down the noises, gender, pitch of voice or any accent.
- Ask for the person's name, exact location and phone number.
- After the caller hangs up, sign and date the Employee Bomb Threat Checklist.
- Xerox a copy and bring it to Security immediately so that the information can be passed onto the State Police.
- Security must notify the Property Manager, the Maintenance Manager or the Supervisor of Facility Security.
- The State Police will contact the Bomb Squad at 508-820-2121 to perform a search as warranted.
- The State Police Bomb Squad will determine if the building is to be evacuated.
- All employees must follow the building evacuation procedures.

**If the bomb threat is received face to face:**

- Ask the person where the bomb is, if they placed it, what it looks like, where is it, and why they would do it.
- If possible signal a co-worker to report the individual and the incident immediately by calling Security at 5911.
- If the person is not familiar to you, make a mental note of his/her physical characteristics.
- Notify Security of any details of the conversation or description of the individual.
- Security must notify the Property Manager, the Maintenance Manager or the Supervisor of Facility Security.
- Security will also call the State Police at 617-740-7600.
- Security or the State Police will remove the employee from the area and hold them for questioning.
- If not a hoax, Security will call State Bomb Squad at 508-820-2121 and immediately evacuate the building.
- The Bomb Squad will assess the situation on site and notify other agencies as appropriate.

See listing for additional MDPH State Laboratory Institute BT/CT Emergency Response Numbers



See the UMMS Emergency Response and Contingency Plan for more detail on adverse weather conditions, spills.

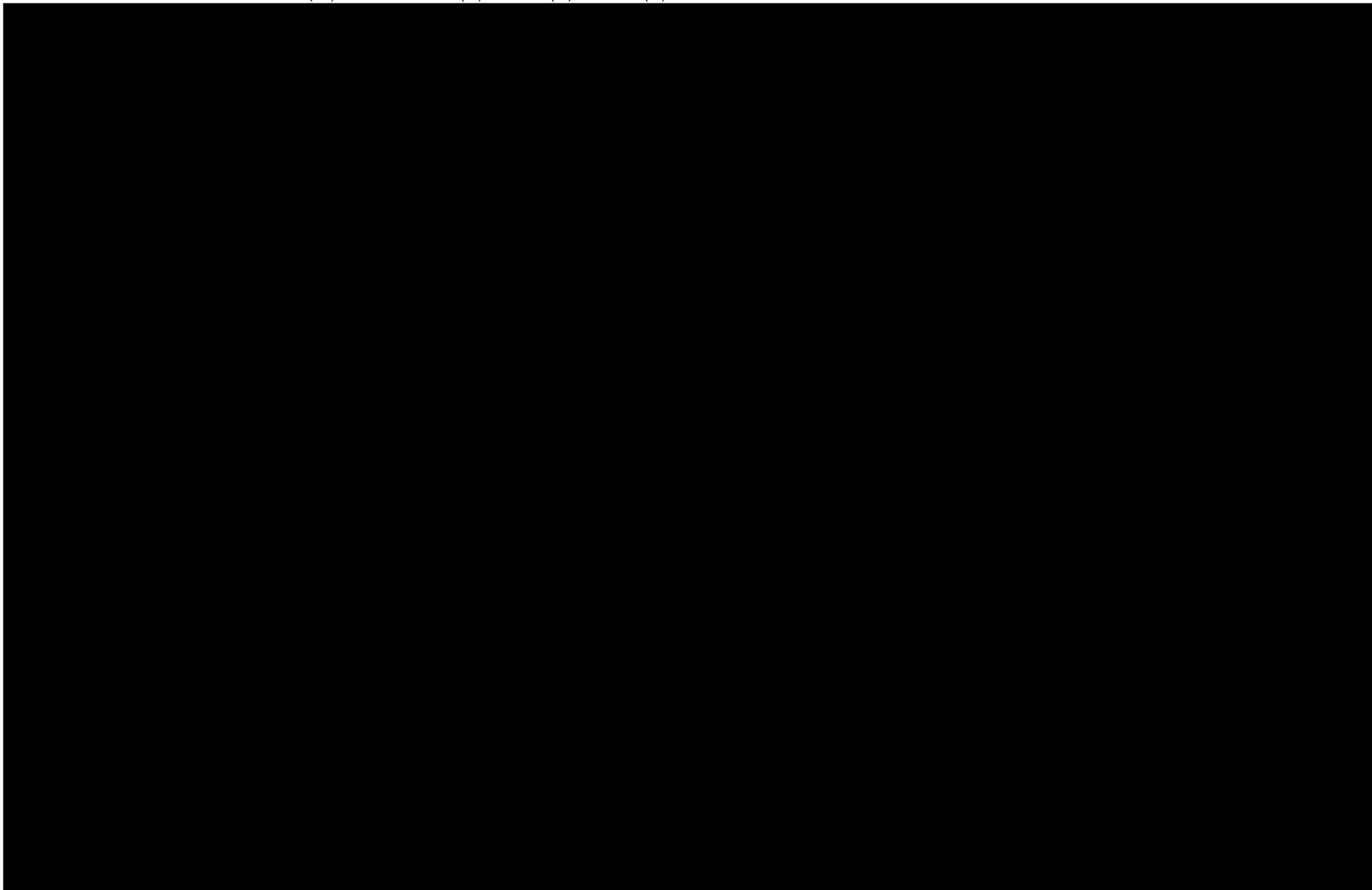
#### **DRILLS AND /OR EXERCISES:**

- Drills and/or exercises must be conducted at least once a year to test and evaluate the effectiveness of the incident response plan.
- The drills or exercises must be documented and include after action reports for review.
- The RO must have a complete copy of the drill or exercise for review 4 to 6 weeks after the drill.
- The RO must ensure necessary changes are implemented in the plan.
- The plan must be reviewed and revised as necessary after any drill or exercise and after any incident.
- Training must reflect changes in the plan.

**MDPH/William A. Hinton State Laboratory Institute Response Contact List**

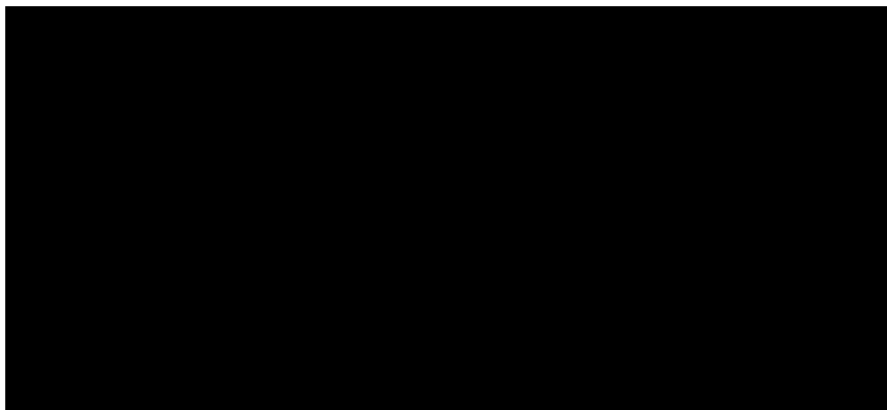
FIRST LAST NAME - WORK PHONE (W)- CELL PHONE (C)- HOME (H)-PAGER (P)

Push To Talk (PTT) POSITION

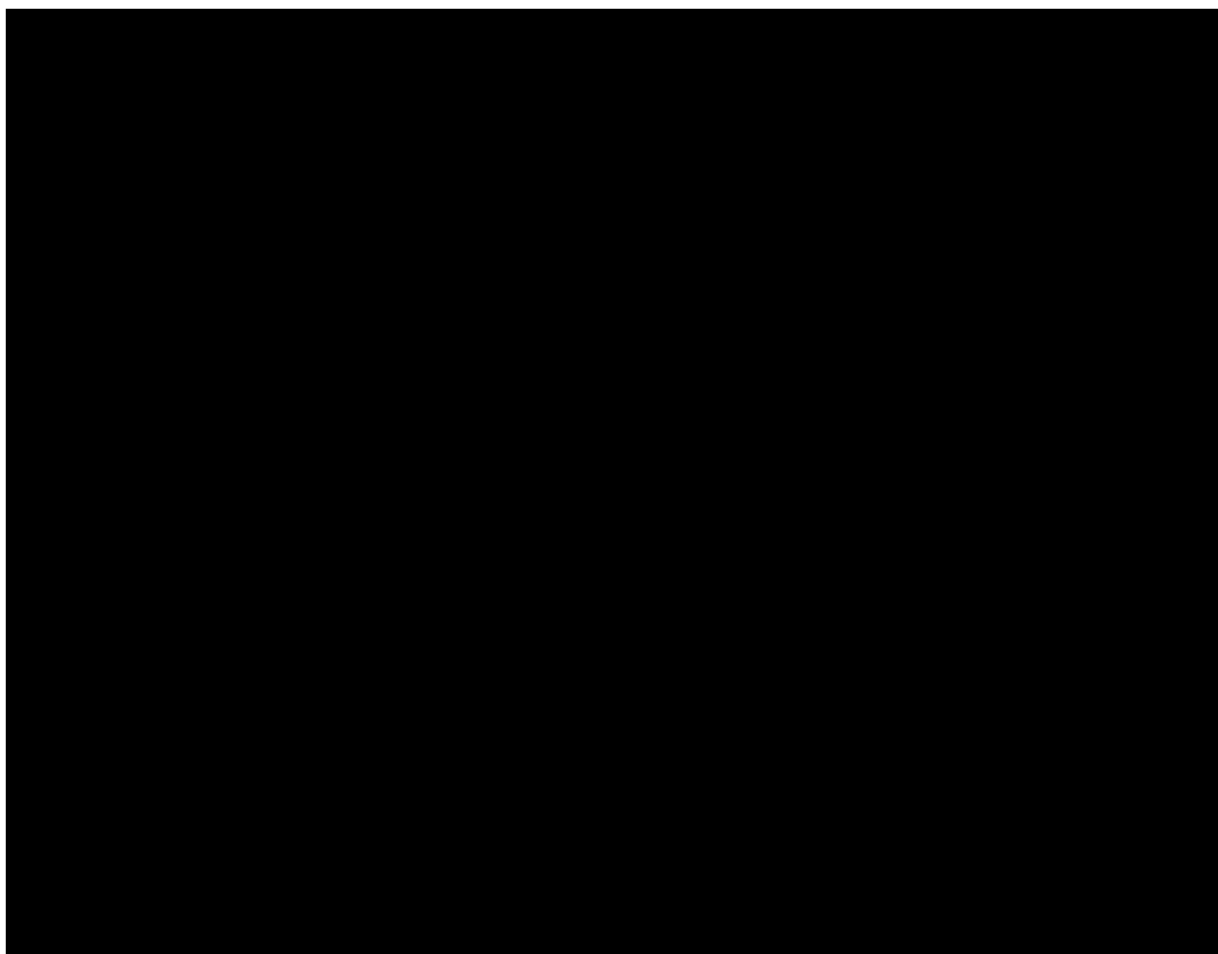


## **MA Local, State, and Federal Agency Contact Lists**

### **LOCAL AGENCY CONTACT LISTS:**



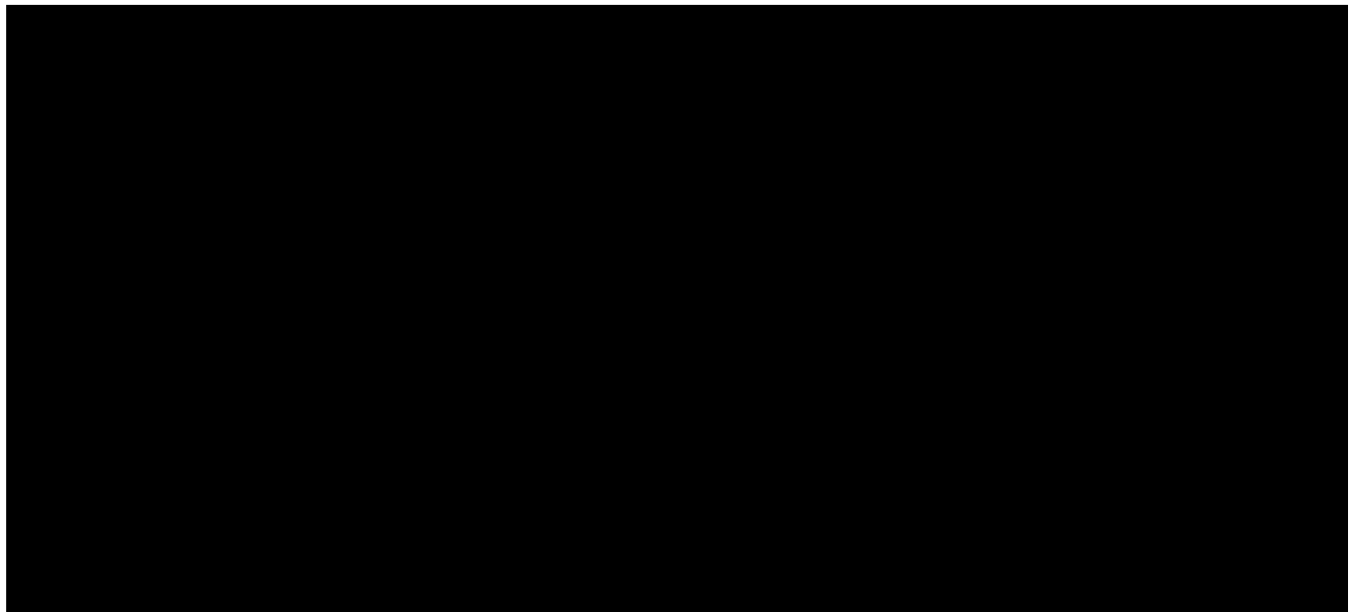
### **STATE AGENCY CONTACT LIST:**



**REGIONAL STATE PUBLIC HEALTH LABORATORIES:**

<b>Connecticut Public Health Lab</b>		
John Fontana	Acting BT Lab Director	(860) 614-4784
Diane Barden	BT Lab Supervisor	(860) 716-2705
<b>New Hampshire Public Health Lab</b>		
Christine Bean	State Lab Director	(603) 271-4657 (603) 271-5300
<b>Maine Public Health Lab</b>		
Jack Krueger	State Lab Director	(207) 287-2727 (207) 592-3751
<b>Rhode Island Public Health Lab</b>		
Ewa King	State Lab Director	(401) 222-5586 P: (401) 235-8270
Cindy Vanner	BT Lab Supervisor	(401) 641-9451

**FEDERAL AGENCY CONTACT LIST:**



**Food and Drug Administration:**

Paul Morin	NE FERN Lab Coordinator	W: (718) 340-7181
Keroline Simmonds	Food Chem. Branch Director	W: (718) 340-7132
Alice Cohen	Food Micro. Branch Director	W: (718) 340-7133

**Federal Bureau of Investigations (FBI) Boston**

Brooks Brodus	WMD Coordinator	W: (617) 223-6167
Daniel Einhaus	WMD Assistant Coordinator	W: (617) 742-5533
Onofrio Minafo		W: (617) 742-5533
Joseph Tamarkin		W: (617) 223-6213

Secret Service Main Number: 1-800-424-8802

United States Postal Service: (617) 303-3546

<b>Contact List For Tenants of the Wm. A Hinton State Laboratory Institute-Tower Building</b>		
<b>Program</b>	<b>Contact Person</b>	<b>Phone Number</b>
<b>University of Massachusetts Medical School:</b>		
The New England Newborn Screening Program	Roger Eaton, M.D.	(617) 983-6317
The Massachusetts Biologic Laboratories	Rick Kotosky	(617) 894-8321 (617) 983-6420
Managing Director of Campus	Jay Mitchell	(617) 983-6219
Facility Department	James Aquilino	(617) 983-6542
Maintenance Department	John Nickerson	(617) 983-6545
Security at Main Entrance to Building	Dial 5-911	
Security Department	Charles Miller	(617) 983-6541
Environmental Health and Safety	Howard Leftkin	(617) 983-6207
<b>Massachusetts Department of Public Health:</b>		
<b>Bureau of Environmental Health:</b>		
Food Protection Program	Pricilla Neves	(617) 983-6773
Radiation Control Program	Donald Buckley	(617) 983-6879
<b>Bureau for Quality Assurance and Control:</b>		
Drug Control Program	Patty Calvagna-Lusk Grant Carrow	(617) 983-6713 (617) 983-6701
<b>Bureau of Communicable Disease Control:</b>		
Communicable Disease Surveillance Program	Alfred DeMaria, M.D. Gillian Haney (Surveillance) Doreen Corbin (IT)	(617) 983-6550 (617) 983-6863 (617) 983-6808
HIV/AIDS Surveillance Program (AIDS)	James Murphy	(617) 983-6577
Epidemiology and Immunization (E&I)	Epidemiologist on Call	(617) 983-6800
Refugee and Immigrant Health Program (RIH)	Jennifer Cochran	(617) 983-6590
Sexually Transmitted Disease Prevention (STD)	Thomas Bertrand	(617) 983-6940
Tuberculosis Prevention and Control (TBPC)	Sue Etkind	(617) 983-6970
<b>Bureau of Laboratory Sciences:</b>		
<b>Division of Microbiology:</b>	Mary Gilchrist, Ph.D.	(617) 983-6202
Mycobacteriology Laboratory	Linda Han, M.D.	(617) 983-4362
Bacteriology Laboratory	Alexander Sloutsky, Ph.D.	(617) 983-6370
Bacteriology Reference Laboratory	Joseph Peppe	(617) 983-6637
Bacterial Molecular Surveillance (PFGE) Laboratory	Peter Belanger	(617) 983-6607
Dairy Laboratory	Tracy Stiles	(617) 983-6619
Food and Enteric Laboratories	Roslyn Baptiste-Acloque	(617) 983-6739
HIV Laboratory	Robert Goldbaum	(617) 983-4312
Hepatitis Laboratory	Arthur Kazianis	(617) 983-6389
Sexually Transmitted Disease Laboratory	Arthur Kazianis	(617) 983-6389
	Alan Borne	(617) 983-6605
<b>Division of Molecular Diagnostics and Virology:</b>		
Virus Isolation Laboratory	Sandra Smole, Ph.D.	(617) 983-6966
Virus Serology Laboratory	Raimond Konomi, Ph.D.	(617) 983-6383
Rabies Laboratory	Karen Chen	(617) 983-6397
Molecular Diagnostics Laboratory	Xingtai Wang, Ph.D.	(617) 983-6385
Arbovirus Laboratory /Birds/Mosquitoes	Scott Hennigan	(617) 983-6391
	Cynthia Stinson, Ph.D.	(617) 983-4364

<b>Contact List For Tenants of the Tower Building, Continued</b>		
<b>Program</b>	<b>Contact Person</b>	<b>Phone Number</b>
<b>Massachusetts Department of Public Health:</b>		
<b>Bureau of Laboratory Sciences, Continued:</b>		
<b>Division of Analytical Chemistry:</b>	Julianne Nassif	(617) 983-6651
Drug Analysis Laboratory	Charles Salemi	(617) 983-6622
Childhood Lead Screening Laboratory	Alan Rubin	(617) 983-6665
Environmental Chemistry Laboratory	Jill Clemmer	(617) 983-6657
<b>Division of Emergency Preparedness:</b>		
Biological Threat Laboratory	Cheryl Gauthier	(617) 983-6266
Chemical Terrorism Response Laboratory	Paul Servizio	(617) 983-6653
Bio-Watch Laboratory	Sandra Smole, Ph.D.	(617) 983-6966
<b>Massachusetts Racing Commission Laboratory</b>	Bruce Aspeslagh	(617) 983-6556
<b>National Laboratory Training Network</b>	Elizabeth Szymczak	(617)-983-6281
<b>Responsible Official</b>	Phyllis Madigan	(617) 983-6656
<b>Alternate Responsible Official</b>	Peter Belanger	(617) 983-6267